



**Office of
Health Benefits**

**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #04-01

To: Benefits Administrators
From: Mary P. Habel, Director
State and Local Health Benefits Programs
CC: All OHB
Date: January 15, 2004
Re: Contracts awarded for health benefits program effective July 1, 2004

The Department of Human Resource Management has awarded five, two-year contracts for the State Health Benefits Program that will take effect on July 1, 2004. Attached are a news release and a list of Frequently Asked Questions for your use with employees. Following is a list of vendors by benefit category:

Medical and Surgical Services

Anthem Blue Cross and Blue Shield (to administer the COVA Care Plan)
Kaiser Permanente (regional fully insured health plan serving Northern Virginia)

Dental Benefits

Delta Dental Plan of Virginia (to administer dental program under COVA Care)

Prescription Drug Program

Medco Health Solutions, Inc. (to administer prescription drug benefit under COVA Care)

**Mental Illness, Substance Abuse and
Employee Assistance Program Services**

ValueOptions, Inc. (to administer these benefits under COVA Care)

We are working on transition issues with the vendors and communications to employees for spring Open Enrollment. No benefit changes are planned, although benefits are subject to change before July 1 by the 2004 General Assembly.

Thank you for your assistance.

Enclosures:

[News release on contract awards](#)
Frequently Asked Questions

**Frequently Asked Questions
On Health Benefits Contracts
Awarded
January 8, 2004**

Dental Benefits

Q1. Delta Dental Plan of Virginia was selected to administer dental benefits. Could you provide some background on the company and its location?

A1. Based in Roanoke, Delta Dental was chartered by the Virginia General Assembly in 1964 as a not-for-profit corporation and is part of a national dental association network. It will begin providing dental benefits for the state and The Local Choice benefits programs on July 1, 2004. Anthem Blue Cross and Blue Shield currently administers dental benefits.

Q2. My dentist is currently in the Anthem network. How large is Delta Dental's network? Will I have to change dentists?

A2. Delta Dental has the largest network of participating dentists in Virginia -- almost 2,500 dentists in 3,300 offices. It is highly likely that your dentist will be in Delta Dental's network, although there could be a few exceptions. Also remember that under the Commonwealth's dental program, you may always see an out-of-network dentist and the payment for the plan will be the same as for a network dentist. The only difference is that a non-network provider may choose to bill you for any amount above the plan's allowable charge.

Q3. How can I find out if my dentist is in the Delta Dental network?

A3. To determine if your dentist is in the Delta Dental network, visit the company's Virginia Web site at www.deltadentalva.com. Designate the DeltaPremier program, then follow the prompts, indicate your zip code and then the name of the dentist you are searching for in the network. You may also ask your dentist if he or she participates in the network, or call Delta Dental's toll-free number at 1-888-335-8296. A designated Commonwealth Web site link will be available at the time of Open Enrollment this spring, from mid-April to mid-May.

Mental Health, Substance Abuse and EAP Services

Q1. ValueOptions, Inc. was awarded the contract to administer mental health, substance abuse and Employee Assistance Program services effective July 1, 2004. Could you provide background on the company and its location?

A1. Value Options, based in Norfolk, is the nation's largest privately held behavioral health care company. Its national network includes 2,051 Virginia providers among its 80,000 national practitioner locations and 10,000 facilities.

Q2. How will I access services under ValueOptions?

A2. You will access services in the same way that you do now. ValueOptions will provide a toll-free number and designated Web site for the Commonwealth at the time of Open Enrollment this spring, from mid-April to mid-May.

Q3. Who will be eligible for the Employee Assistance Program beginning July 1?

A3. If you are enrolled in the COVA Care plan, you and your covered family members will be eligible for services from the Employee Assistance Program (EAP) administered by ValueOptions. The Kaiser Permanente HMO plan has a separate EAP for its members.

Prescription Drug Program

Q1. The contract to administer the state's prescription drug program was given to Medco Health Solutions, Inc. Is this a change from the current program?

A1. Starting July 1, there will be a change only in the way benefits are administered. Medco currently provides the Commonwealth's prescription drug program through Anthem Blue Cross and Blue Shield. Effective July 1, Medco will administer prescription drug benefits directly for the Department of Human Resource Management rather than subcontracting with Anthem for prescription drug coverage. There should be no difference in how the employee uses the retail or mail order pharmacy system.

Q2. How will I find out in what tier my generic or brand name prescription drug falls?

A2. Currently, COVA Care plan members go to the Anthem Web site for this information. Since Medco currently provides the drug benefit through Anthem, drug tiers will likely be the same as they are now. The state program will be working with Medco to set up a similar link on its Commonwealth-dedicated Web site. Additional information will be available at Open Enrollment in the spring.

General Questions

Q1. Will the Commonwealth's health benefits under the COVA Care plan change on July 1?

A1. No benefit changes have been proposed by the state program. But remember that state health benefits are subject to change by the 2004 General Assembly. Additional information will be provided before Open Enrollment this spring.

Q2. Does the shift to different vendors require any action on my part during Open Enrollment this spring?

A2. No. Dental benefits, the prescription drug program, mental illness and substance abuse services, and the Employee Assistance Program are included in the basic COVA Care plan. The only change is in the administrator of the benefits.

Q3. How will retirees and other retiree group members be affected by the changes in how the dental, prescription drug, mental health, substance abuse and EAP benefits are administered?

A3. Retirees eligible for Medicare will not be affected by the change in administrators on July 1. However, members of the retiree group not eligible for Medicare and enrolled in the COVA Care plan will see the same changes in administration of these benefits as active employees. Retiree group members not eligible for Medicare will receive an information packet prior to the Open Enrollment period this spring.